

Keep Cool When Things Get Hot

Breath Slowly	Count 1, 2, 3, 4, 5 as you inhale Count 6, 7, 8, 9, 10 as you exhale.
Think	I can calm myself I want to think clearly Breath slowly for a minute I expect people with physical and emotional stresses To be frustrated and easily upset, I am here to help. How would I feel in their situation?
Feel	More relaxed, in control of me
Listen	Attention through eye-contact Clarify/Repeat/ Reflect Message
Validate	Put yourself in others' shoes "I can understand why you feel upset" Empathize
Speak	Conversational time, indoor volume (This is not a contest, debate, a power struggle or Argument, but a conversation about an issue) Use please, thank you, Mr., Ms., or Mrs. How can I help? I can understand your frustration. Can I get you some water? As I understand it, this is your situation... This is what I can do..... I'm sorry for this misunderstanding...
Assistance	Ask for help before you get upset
Breath Slowly	